

Complaint Tracking for California

December 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3393E	12/01/01	6	This complaint about the agents for CA relay service and also sup Manuel. This first problem that I incurred was that the agents that took my call had very poor English skills and it was very distruptive and detrimental to the nature of my call. I didn't get the agent nbr but the call was so bad that I had to ask my caller to spell several words to me and the agent still didn't get them right. I then asked for a different agent and that is when sup Manuel came on line with us. Instead of simply getting me a different agenthe stated that he could not change me over to a different agent. Somehow he checked back on my call and stated that there were only two words that the caller had to type to me otherwise there was no problem on my call. I don't know how he checked back on my call but I would certainly like to get an audio or typed msg of my call if that is possible as I found this agent to have very poor English skills and it certainly reflected on my call. in fact this has been happening a lot recently with CA relay agents and I do not appreciated the poor service	12/07/01	Upon receiving this complaint agent was blind monitored and given a typing test. The agent had no problems with spelling or accuracy, however agent was coached on the importance of typing verbatim and asking the voice person to repeat any misunderstood words so the correct info will be relayed to the customer. Met with sup Manuel and shift mgr. Reviewed the proper procedures that should be followed when the customer requests a different agent. Shift mgr also reiterated the importance of caller control and customer care. Also reviewed the responsibilities of the floor sup is to ensure that every effort is made to assist the customer with their requests. Sup will receive customer service training.
3393E	12/01/01	7			
3393E	12/01/01	9			
3393E	12/01/01	21			
12004	12/01/01	3	Caller called in threatening that she if fed up with agent 9404F. She said that this agent was told to dial nbr with area code 415 but agent used area code 310. They were extremely upset about this. They said it caused confusion on the call. I apologized to the cusotmer. I assured her that I would put in the complaint concerning the agents actions. The customer was not satisfied and because very irate and used abusive language. Customer repeated several times that they are fed up and then disconnected.	12/09/01	Upon speaking with the agent regarding this complaint she admitted to dialing incorrectly. Agent was coached on the importance of paying attention while entering call to nbr and following customer's requests. Agent has been placed with a training coach for a day to ensure they are properly following procedures. Agent will be monitored to make sure she is providing quality service.
4472	12/02/01	17	Agent was rude by not saying UR WELCOME sksk at the end of call process. Ended with just sksks. I apologized for any inconvenience. It was explained that agent must not converseate with customers due to policy. Also explained that ur welcome was common courtesy but not policy. Customer and I agreed upon encouraging common courtesy. Follow up requested.	12/06/01	Addressed the agent regarding this complaint. She did not remember this call. The agent stated that she usually send the ur welcome sksk after the caller says thank you. The agent was coached on the importance of extending courtesy at all times to the customer. The QA dept will follow up with evalutaions to make sure the agent is providing quality service.

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9994	12/02/01	3	Customer said I have agent 9096F the msg to leave in advance and she still typed the ans mach. So I had to call back to leave the msg. I didn't want to do that she wasted my time. I apologized because I insulted her by calling her stupid. I apologized to the customer and advised her to request a sup in the future if she feels the agent did not properly handle her call. she was also advised to try not to talk to the agent directly.	12/02/01	I immediatley spoke with the agent after writing up the complaint. The agent states that the customer did give the msg in advance but when she dialed the nbr the phone kept ringing with no answer. The customer then gave the agent another nbr but did not give instructions to leave the previous typed msg if an ans mach picks up. The agent followed procedures, however she was stilled coached on paying close attention tot he customer's instructions.
3400E	12/03/01	6	I received a call recently and the complaint I have to make is in regard to spelling by the opr who handled the incoming call to me. Misspellings can be quite confusing and thus be misunderstood. I do think it's very important that all agents have good spelling skills. The word i got was illigible and I couldn't figure it out and again the word came in another part of the conversation as elligible so I had to figure this out as to be eligible. I verfied with the cusotmer that what she had though was indeed eligible and apologized to her for the confusion that was experienced on her end trying to undersatnd what was being said. I thanked her for calling in and let her know that I would write up a complaint on this and forward it to the appropriate ctr.	12/04/01	Agent nbr is not assigned to any Austin TX employee. CA relay service is multivendor state and MCI uses 7xxx nbr range as does austin. Possible MCI CRS complaint. Letter to customer.
6676	12/05/01	3	Customer called in from fed office and said that agent provided false info to the caller who was familiar with relay and also said that opr was making fun of deaf people and agent did not understand what was going on. Call occurred at 633 pacific tiem and has the tape if needed. Customer requested AM for this area and provided the 800 tty nbr etc. Apologized to the customer and said we would review this with agent.	12/05/01	sup reviewed situation with agent. Customer was typing in strong ASL. Agent did not feel comfortable translating ASL so agent was reading typed conversation word for word. Outbound person wasnot understanding what agent was reading and indicated this to caller. Caller got upset and claimed that agent was making false statements and asked for agent charge. Agent started to explain situtation to tty user and customer got frustrated and hung up. Agent was processing call correctly. agent should not have delayed getting agent charge. Sup coached agent on this procedure. Otherwise agent did process call correctly.

Complaint Tracking for California

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DN0001	12/05/01	3	Caller said she placed a call using agent 9038M and when it was over she typed another nbr and a very lengthy confidential msg. Instead of calling the second nbr, the opr dialed the first nbr again. When the opr sent the gender and hello the customer got upset and typed what the hell are you doing. Then the opr disconnected the call. the customer was very upset saying the opr needs to be fired because the msg was very important and confidential.	12/24/01	After receiving this complaint the agent was blind monitored and one of the calls observed had various instructions to be followed. The agent did a remarkable job following the customer's request. Addressed agent regarding this complaint however he had no recollection of this call. the agent stated that he would never disconnect a call as he is well aware of the consequences of doing so. The QA dept will continue to closely monitor the agent to ensure customer's request is adhered to. Due to the nature of this complaint disciplinary action will follow. 6/5/02 - AM called this customer and customer shared her views with AM. Customer appreciated this call and insisted that we continue to improve our CRS services in the future. - Closed
DN0001	12/05/01	5			
11060	12/05/01	30	Customer called and asked why he was being charged for calls placed through Sprint CRS. I asked if he could fax me the phone bill to investigate on this and then asked to double check if he was using Sprint CRS and he responded yes. I asked if he filled out a DB form with LD profile whether he has marked other COC other than Sprint? He didn't remember. He will fax me statement. I apologized for the inconvenience	01/23/02	Will issue a TT. Credit is due. Faxed several times and on final attempt faxed info that calls will be credited.
6679	12/06/01	5	2 Line VCO user has had these CA hung up on him. 1877 and 6209 were during a call and agent 4591 was at the end of the call. VCO voiced to agents we must have been disconnected call me back on the tty line and the agent hung up on the call. All calls took place the morning of the 6th. Thanked cusotmer for the info.	12/10/01	I followed up with 4591F. She recalled this call and asked for asst sup to make sure that she was doing the right thing. The voice person OB attempted to chat with the CA and put the inbound caller on hold, then the inbound caller hung up on CA and CA informed him of this and then hung up on outbound. CA did the right procedure.

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1677	12/06/01	6	TTY called very upset with 9031M. Called about 5 min ago with a msg but opr 9031 couldn't hear or type well. Numerous misspellings in a important business transaction. I apologized for the inconvenience and thanked the caller for bringing this to my attention. Told customer I would bring this up to this CA's sup and caller thanked me and disconnected.	12/12/01	After reviewing this complaint the agent was monitored and did not appear to have any spelling issues. The agent types with excellent speed and accuracy. Upon speaking with the agent regarding this call the agent states that he did not remember processing this call, agent was coached on the importance of typing accurately. The QA dept will continue to monitor the agent to make sure he is following procedures.
1677	12/06/01	7			
7826	12/07/01	5	Customer stated they had taken a call and relay opr was very rude with one of my call takers. When asked for her name and sup numbrs she said I don't have to give you that, the caller hung up and so am I. Said opr disconnected and tty had to call them back to make sure they got the info. I apologized to custoemr and advised though agent cannot give you their names that was no excuse to be rude and would send this infot to that agents sup.	12/14/01	Spoke with CA. She didn't recall that call. She said if the caller requested for her name she would give out her CA id immediately
7826	12/07/01	8			
7826	12/07/01	17			
12005	12/09/01	4	Opr had a slight accent and when voicing tty user's msg was talking fast and blurring together words. When asked to repeat opr ignored the comment and continued to relay. Also wanted to commend the change of agents that occurred btwn agents 9580M and 9533F it was flawless. Apologized to custoemr for being frustrated by the agent. Explained the procedure that is followed when an agent is able to repeat and when we should not especially if the tty user has typed GA. Customer understood policy but was still frustrated that the agent ignored her request and did not explain to her what was going on until she insisted for an explanation. Also explained chang of agent policy to customer.	12/16/01	Upon receiving this complaint agent was blind monitored. Agent followed correct procedures, spoke clearly and did not have an accent, however agent was coached on the importance of professional voice tone, speaking clearly and enunciation. Agent was also coached on defining agent role. QA dept will continue to monitor this agen to make sure he is providing quality service to our valued cusotmers.
12005	12/10/01	8			

Complaint Tracking for California

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6684	12/10/01	5	Customer gave agent nbr. Agent dialed wrong nbr and customer asked agent to hang up on wrong nbr. agent hung up on her. Sup apologized for problem and said it would be followed up with agent	12/10/01	Sup reviewed issue with agent. Agent had dialed correct nbr but got a disconnect recording. Agent typed recording and hung up recording. Then customer typed hang up. Agent thought the customer wanted relay to hang up so she did. Possible misunderstanding. Sup told agent to be more attentive about end of calls.
6685	12/10/01	5	Customer called in to complain about agent 6225. Customer gave agent nbr to dial. Long wait for agent to dial out. Then customer typed hang up. Then agent hung up on her. Sup apologized for problem and said he would investigate.	12/10/01	Sup reviewed situation with agent. There was a slow dial out because of system. Customer did type hang up. But customer hung up on agent as agent was sending ringing macro. Agent was not at fault.
6688	12/11/01	21	Customer complained that agent threatened him and misdialled nbr. Customer complained agent was playing games. Sup apologized to customer and said situation would be reviewed with agent.	12/11/01	Sup reviewed call with agent. Agent had dialed nbrs as given by customer. Agent acted properly. Agent was not at fault.
9846	12/11/01	3	Customer stated that she had spoken with a sup earlier in the day about the agents not passing her requests on to the next agent relieving them. She then stated that agent 9327M did not pass her requests on to agent 9109F. Informed customer that I would speak to the agent regarding this issue.	12/11/01	Spoke with agent regarding this call. Agent states that she had been on the call for approximately 2 hrs, when the agent came to relieve her she did not inform the relieving agents of all the instructions because there were so many different requests she did not remember all of them. Upon asking the customer to please repeat the instructions the customer replied no. this particular customer gave 10 to 20 minutes of instructions for the agents to follow. It is unreasonable to expect agents to remember and honor all of these instructions. Customer must repeat instructions to the relieving agent. The agent followed proper procedures by requesting a sup and filling out a CA feedback form in this situation
6689	12/11/01	3	Customer complained that agent had dialed wrong nbr (agent had not). Customer complained that agent had threatened him (agent did not). Customer said agent lied to him ... macro said call was local. Customer thought it should be LD	12/11/01	Sup explained to customer that agent was not at fault. Customer said he had video tapes of agents threatening him and said he would call the police. Sup said no one was threatening him. Caller then hung up. (sup had seen entire call)
6691	12/12/01	7	Customer was very frustrated with agents typing skills and typing speed. Not quick.	01/28/02	There is no agent assigned to this number.

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9853	12/12/01	3	Agent was given instructions to leave a msg at the nbr. Agent ignored the instructions and within 5 minutes disconnected the call. Apologized to the customer and assured that the QA dept would follow up with the agent.	12/24/01	After receiving this complaint the agent was monitored and was found to be disconnecting calls. Due to the observation, appropriate action was taken.
9853	12/12/01	5			
12062	12/12/01	21	Agent 9020 placed me on hold several times and I don't think it's her right to do so. Explained to the custoemr that the complaint was being documented and will be passed on to the quality assurance dept. Also explained to the caller that we would speak with the agent.	12/12/01	After receiving this complaint the agent was monitored. The agent was not placing callers on hold for any reason, however the agent was discovered taking a very long time to dial the customers requested nbr. Addressed agent reagarding this complaint however she did not remember proccessing this particular call. coached agent on the importance of responding to callers in a timely manner. Disciplinary action will be taken againts this agent and the QA dept will continue to monitor the agent to ensure the agent responds to customers in a timely manner.
6693	12/13/01	25	Customer reported that he works for LA council on deafness as an advocate. Was disconnected in the middle of a call. A few minutes prior to that one of our agents called me over and said they lost everything in the middle of a call and she thought it was CA. Explained what happened to customer. He said there was another time he got disconnected recently. He would like the AM to fax something to him explaining the disconnect so he can forward that to his sup. Told custoemr i would log that in the complaint.	12/20/01	I sent a fax as requested to explain without sufficent info such as agent's id # date and time of call will not help us research and enter TT. I offered to keep significant info next time it happens so tech can investigate.

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0.00001	12/13/01	5	The caller stated that he called a nbr which was answered by an ans mach. The agent informed the caller that the msg on the machine was unclear. The caller asked the agent to redial to get the msg. The agent redialed like a million times but never relayed any msg back to the caller. The caller in frustration asked the agent to dial a different nbr and instructed the agent to keep holding until someone comes on line. The caller was on hold for about 20 min while agent kept sending the holding macro. All of a sudden dialing LD xxx xxx xxxx came up on the caller's screen and after a while the agent hung up on the caller. The caller called back into the relay ctr and asked a different agent to dial the nbr and it was answered by ans mach. The caller stated that he had in the past received bills to LD nbr that he never called and that now they are able to figure out how it happened. The caller was complaining because he never asked for this nbr to be dialed and that the agent was just using the caller's nbr to make personal calls.	12/28/01	After receiving this complaint the agent was blind monitored to investigate this complaint. The agent did a relatively good job processing the calls that were monitored. Addressed agent regarding this complaint and he did remember processing that particular call. The agent stated that the ans mach message was unclear and he informed the caller of that. The caller requested that the agent redial and try to decipher what the ans mach msg was saying. AT that point the agent requested sup asit however the sup was uable to decipher the msg as well. the agent stated thatthe caller provided a second nbr to be dialed and while on hold the caller disconnected. He also stated that theh only nbr that he dialed were the ones requested by the customer. He stated that he is unaware of who that telephone nbr belongs to and would not make personal calls on a customer's telephone line. The agent was advised of the severity of this complaint and the consequences of improper phone handling. Immediately after this call disconnected the agent filled out a CA feedback to document this situatio
0.00001	12/13/01	9			
0.00002	12/14/01	21	The caller said that she had not even given any nbrs and the agent was asking her to please complete the nbr. The agent ahd typed I only got xxx xxx - but customer says she didn't give a nbr at all and that agent lied to her face. I apologized for what happened and told the customer that they agent said she only heard the area cod and the first 3 nbrs. The cusotmer became upset and stated that the agent was lying. I spoke with the agent and she maintained that she heard the first 6 nbrs and wanted the caller to confirm the rest of the nbrs.	12/21/01	Addressedthe agent regarding this complaint and she stated that she only heard the first 6 nbrs. Therefore she asked the caller if they could provide the remaining nbrs. The customer did not provide that info so the agent alerted a sup for assist. Based on the info provided the agent followed proper procedures when handling this call. The QA dept will monitor the agent to ensure proper procedures continue to be adhered to.
11062					

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11064	12/17/01	3	Fax was sent to me and the statement was written below. I have instructed him to redial and ask for xxxxx. He refused saying the caller doesn't speak English. I never heard of CA telling the relay user what to do. All relay callers are in charge of the call not the CA. Please see transcript below and action is to be taken against 9809M I have been a sprint relay user for almost 3 yrs without incident.	12/17/01	Addressed agent regarding this complaint and the agent did remember handling this call. The agent stated that he thought that he was following proper procedures by informing the caller that the person does not speak English. Informed the agent that he should have redialed the nbr and typed something to the effect of person speaking spanish and allowed the caller to decide what they wanted to do at that point. Encouraged the agent to alert a sup if in doubt. The QA dept will continue to monitor the agent to ensure proper procedures are followed.
11063	12/18/01	21	This customer was contacted by me regarding another complaint. She expressed a concern about Sprint's relay agents not speaking clearly or having foreign accents. She went on to say that she does not understand why sprint hires agents who do not speak English well or with foreign accents. She should not be hired. How she know about this is her hearing friends constantly tell her that these oprs are hard to understand. I apologized for the inconvenience and explained that a specific agents id would be helpful and enable me to track down those agents and address this issue. she responded that hearing callers do not take time to complain or memorize agent's id nbrs. I offered that they have the right to ask for the agents id nbr and that they are to provide it. I offered I would escalate this to my mgr and have him call this customer. I provided both my office and John's tty nbr. This customer is very frustrated with sprint relay in regards to this issue. Since she has expressed this concerns many times I told her i appreciated her taking the time to share this	01/17/02	msg left 12/18 msg left 12/20 msg left 1/16 no return call.

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9980	12/23/01	5	Opr 9104M hung up on a customer when they were going to make another call. Customer waited for the opr to ask her for the other nbr and he hung up. I apologized for the agent hanging up and helped the customer place another call.	12/28/01	After receiving this complaint agent was blind monitored. The agent did a great job processing the calls that he received. Addressed the agent regarding this complaint however he had no recollection of this call. The agent stated that he would never disconnect a call on a customer. He understands and is aware that sup are the only personnel authorized to disconnect calls. Reviewed the consequences of disconnecting calls and the severity of this complaint with the agent. After reviewing the report for this agent the nbrs appeared to be normal. There was no evidence of calls being disconnected by the agent. In addition the agent will continue to be monitored to ensure proper handling policies are adhered to.
3470E	12/24/01	6	Customer called in stating that the CA misspelled her sister's name twice. Her sister's name is Leann. The CA also misspelled some other words. Thanked her for calling in and let her know that I would write this up and forward it to the proper ctr.	12/24/01	After receiving this complaint the agent was blind monitored for spelling issues. Based on the info gathered from the scan, the agent does not appear to have major spelling concerns. These were minor typos made however the agent corrected them. Addressed the agent regarding this complaint however she did not remember handling this particular call. the agent was coached on the importance of typing accurately. Also informed the agent that if she is unsure of the spelling of words or names to simply ask the voice person to provide the spelling. Agent will be placed in a development program with a training coach. the QA dept will continue to monitor the agent to ensure that she continues to type accurately.

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3474E	12/25/01	9	Agent stated I need to let you know that opr nbr 9869 did not relay the msg of ans mach at all, she just types ans mach ga. Thanked the customer for calling in and let him know that I would get this written up and forward to the proper ctr.	12/27/01	After receiving this complaint the agent was blind monitored. Based on the info gathered from the scan, proper procedure were followed. The agent typed the complete msg verbatim and accurately. Addressed the agent regarding this complaint however she did not recall this particular call. the agent stated that she always types the recorded msg unless instructed to do otherwise. The agent was coached on the importance of relaying recorded msg verbatim. The QA dept will continue to monitor the agent to ensure proper procedures are followed.
0.00003	12/26/01	21	The caller stated that when her call was connected to the tty user, the agent informed her there was no response from his party as he had hung up. She called through another agent and found out that the agent 9649F had also informed the tty user that there was no response from her. I apologized and promised to talk with the agent and find out what transpired on the call.	12/26/01	Addressed the agent regarding this complaint and she did remember handling this particular call. The agent stated that when the tty user answered the line she announced relay service, there was no response from the voice person. She informed the tty user that there was no response from the caller and ultimately the tty user disconnected. Teh agent later realized that the voice customer had clicked over to answer another call while she was connecting to with the tty user. The agent kept both callers informed of what transpired on the line. Based on the info gathered, proper procedures were followed.
12061	12/30/01	3	The customer stated that the agent did not follow her requests. I told the opr not to annouce the relay service. Why did she have to ask the pharamacist if she had received a relay call before? While taking the complaint I first checked customer's notes. I then scrolled back to the beginning of the call and discovered that the agent was never provided with those instructions until after the voice person hung up. The tty user had typed after the conversation didn't I tell you not to announce relay. I informed the customer that they must give instructions to the agents before they place the call and inform the opr of the way they would like their call announced.	12/30/01	Agent followed procedures.

Complaint Tracking for California

January 2002

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3002E	01/02/02	21	VCO customer calls in asking if I can hear him, he was branded as vco and I heard him fine. He says that his wire came out and he put it back in then asked if the agent could hear him and she kept repeating who she was. He tried typing and still the same thing. He tried with another agent and that agent heard him fine and he thinks this agent just has an attitude or had a bad day but still they should not take it out on him or any customer. I apologized to the customer thanking him for calling and explained that possibly when the wire came out that may have caused a problem with the connection but I was not sure. I did let him know I would be sure to let this agent's sup know about this so they can speak to or coach the agent. Customer thanked me for this and the call ended.	01/04/02	Addressed agent regarding this complaint. She did remember this call. The agent stated that the vco user called in on the voice line and did not respond when she switched over to the tty line. The line switched back and forth approximately three times before agent received a response from the caller. The customer inquired if the agent could hear him, she typed yes I can. The caller repeated the question and the agent again responded yes I can. Agent states that the call then disconnected. Based on the info provided agent followed procedures, and was encouraged to fill out a ca feedback form if such an incident occurs.
3000F	01/02/02	21	Customer dialed for Sprint relay users. This is an older nbr that is still valid. Agent 9649F received this call and informed the customer that she is dialing the wrong nbr for tty users that she should be using and it is the nbr she programmed into her machine. I apologized for the agent misinforming the customer and for the confusion and frustration it caused. I told her I would document her complaint and forward it to the call ctr where the agent is located and also forward a copy to the AM	01/16/02	After receiving this complaint we dialed the nbr provided above, which was the voice line. Addressed the agent regarding this complaint, she did remember this call. The agent stated that the customer called in on the voice line, and she provided the correct nbr for customer to dial. Agent was informed to just process the call tty to voice if this situation arises again.
8806	01/02/02	4	Customer was unhappy when CA said msg garbled, said it took 5 times to get nbr and dial. Then CA didn't type recording of option line to keep customer informed. Explained that the garbling could have been a tech problem and that we apologized for any inconvenience and would document their info for referral to mgr.	01/21/02	Opr had never in 4plus years of service had a problem with recording, unless instructed otherwise. Coached opr to ensure continued services.
3007F	01/04/02	17	This agent was very rude and disrespectful. When she was giving the agent some info for her call the agents answer to her was whatever. The customer did not appreciate this kind of response. RCS : Thanked the customer for letting us know and assured her that we would turn in a complaint so that the issue could be investigated further.	02/04/02	Sup reviewed complaint with agent. Agent had no recollection of having acted in the described manner.

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9993	01/04/02	5	Customer said agent threatened to hang up on call. Agent typed haha at the end of conversation and when tty user called back person denied saying ha ha. Outbound person said I thought you hung up. Agent threatened to hang up on the call. I apologized for the inconvenience and assured the customer that this would be followed up. Requested customer to fax a copy of conversation.	01/04/02	After reviewing the complaint and the conversation transcript appropriate action was taken.
9996	01/04/02	4	The caller gave a nbr to call and instructed the agent asked for a specific person. The call was answered by a recording and agent did not type the msg on the recording. She just waited until the recording and ans mach finished playing and just typed and mach ga. Caller stated that the agent should have typed the recording and ans mach and the leave it up to the caller to decide if they wanted to leave a msg or not. I apologized and assured caller that the msg should have been typed and the complaint is being documented and that I will discussed this with the agent.	01/04/02	I discussed the issue with the agent and explained that the msg should always be typed unless the caller indicates that they do not wish the recording to be typed. Agent was blind monitored after receiving this complaint and handled each call properly, however agent will continue to be monitored to make sure she is following proper procedures.
3682	01/06/02	20	Caller said agent 4151 needs more training. When the caller asked to speak to a sup the s2s agent said that there was not one available. The caller also said the agent was reluctant to provide their agent ID. Caller requested a follow up call from a AZ sup asap.	03/14/02	There is not CA 4151 at the AZ ctr. we do have a 4151F but she does not do s2s and was not working on 1/6/02. CA does not exist. Faxed for Am follow up. In California, Sprint does not provide Speech to Speech service. 1. Left Kevin Siemens on his voice mail (obviously a S2S customer) on 2/26/02. He wanted you to call him back thru S2S agt. This agt 4151M does not exist at AZ center. They do have a 4151F but she does not do S2S and was not working on 1/6/02. So you need to follow up on this one with Kevin Siemens. 510-233-1300 by using S2S (Rex Moers). 2. I left another message on his voice mail on 3/11/02 and left a nbr fo him to return my call. C. Bella. 3. 3/13/02 11:00am left msg on his machine. C. Bella. 4. left email (forwarded from Customer service) email w/info 3/14/02. Four attempts to reach customer C. Bella.

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Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
11065	01/10/02	30	This customer called me and complained about why she is getting charged for using Sprint CRS since they have special free ld promotion. I apologized and asked her to fax me phone statements for me to look at and possibly if needed, to open a TT and have tech look into this issue. She requested that I contacted her via fax of the status.	01/10/01	Received the phone statements, I asked questions such as if they were not made directly by any family members or used different relay provider, or filled out Customer DB on the LD profile box. I checked customer DB and this customer has never filled one out.
1717	01/11/02	21	Customer asked what city and state and when I told him he hung up directly. Earlier the customer had complained that the CA misdiald and that was true. He requested no announcement or greeting but did not say what he wanted to say even though customer notes were specific to speak verbatim what he asked to say.	01/11/02	CA did misdial. She transposed 2 nbrs. After dialing out she realized she also needed to know how to announce the call. Once she saw her error she hung up and told the customer she dialed wrong and would redial. Also asked customer at this time how he wanted to call announced. Customer got upset and hung up when sup came on line. CA knows to read cust notes 1st and use correct procedures. CA also reviewed getting credit for misdial.
5221					2-Jun
11066	01/15/02	2	Customer called and left a msg on my machine "most of the relayers don't respect my notes. I am tired of it, ok pls call me asap. No phone nbr was left. Customer called and left msg several times without giving nbr.	01/22/02	After several msg left, the customer finally left a nbr for me to call back. I called back on 1/15/02 left msg with tty nbr. I asked her to leave a nbr whenever she calls to leave a msg. 1/15 she left a msg with nbr to call before 10:35. 1/16 returned her call and left a msg with my tty nbr. 1/21 called and left msg. it has been a phone tag. 1/22 she called back and missed each other. 1/22I called and we caught each other. She was saying her customer notes has a request for agents to type 50 wpm. she does nto have a tty paper. Even asked me to type slower and I turned off Turbocode from my tty. I suggested 2 ideas, if she has turbo code on without realizing it she can turn if off and a tty paper on her tty may benefit her won't have to miss a thing and enable for her to catch up it's her choice. she says she is having someone come out and check the tty for the last time. This tty of hers is very very good and loves this tty. She is tired of people blaming it on this wonderful tty and don't need the paper. I thanked her for sharing her feedback and encouraged her to c

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3077F	01/16/02	29	Customer states that he cannot call to nbr 800 xxx xxxx when using CA relay service. His hearing wife can call that nbr direct frm the same line using the regular phone but he cannot call it using relay service. RCS rep: Apologized for the inconvenience and tried calling from his nbr thru relay service with agent 9085F and the call would not go through. Let the customer know that we would be turning in a TT on the problem so that it could be further investigated. TT # 04733206	01/21/02	Spoke with agent regarding this call, agent admitted that she did not remember to use reg 800 key. Agent was coached on proper procedure and when to use the reg 800 key. Agent will be blind monitored by QA dept to make sure she is following procedures.
3082F	01/17/02	7	Customer states that she called a company but when the agent announced that the caller had answered she said that they had reached another company and the caller hung up and took all the trouble to place the call again after looking it up again only to find that the agent has transmitted wrong info when the caller answered the phone as it was the correct nbr to the company. Customer states that the agents need to be more careful in transmitting info correctly. RCS response: Thanked the caller for letting us know and assured that we would send in a complaint on the issue so that it could be investigated further.	01/24/02	talked to agent about importance of getting how the phone was answered.
11067	01/18/02	2	Customer is very angry against this agent. Who had a breach of info to tell the Fed Gov't agency that she is calling from CA info without her consent and knowledge. This agent informed to follow my file instructions saying no one Sprint agent is allowed to divulge about CA word but agent threatened to tell them that she is calling from CA and threatened to hang up on Fed Gov't person employee who was upset to disconnect the line. Does not want agent to inform CA. The customer left a tty msg on my machine.	01/18/02	Upon receiving this complaint the agent was blind monitored, no evidence was found that the agent does not follow customers notes. Spoke with the agent regarding this complaint. Agent remembered this call and stated that she did follow the customers instructions and annouce the call Sprint Relay Service, agent also says that the call was disconnected when the outbound party attempted to transfer the call to someone else. Informed the agent that she must ask the party how would you like your call announced, proceed with following the customer's instructions. QA dept will continue to monitor this agent to make sure she is following the proper procedures.

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
11068	01/22/02	30	Customer expressed concern on why she was getting LD charges even regardless of the free ld promotion. Her statement with calls made from nov 26 thru dec 25 and last charge was on dec 18. She had called CS to remove at&t as her coc from db form. I learned that the date she called in to request the removal was on dec 26 and it will be into effect immediately. I explained if she get charges after dec 26 that were made through sprint crs please to contact me.	01/22/02	She expressed that she is lost where to contact regarding replacement of her tty. I gave her CTAP tty nbr and explained the other companies no longer taking care of special needs. I offered to send brochure, newsletter other promotional items. She thanked me for all the help I have give her. We were on the call for an hour.
9857	01/23/02	6	The tty user requested a sup after the agent completed the call. Explained to me that his spelling and typing was really horrible. The tty user couldn't read anything and had long pauses while typing the recording. Apologized to the customer for any inconveince and assured the csutomer that the agent would be addressed regarding this incident.	01/23/02	After reviewing the text on the screen, I addressed this agent directly after the call regarding all the misspellings and typos on the screen. I then informed the agent how important it is to type accurately and use correct spelling, the agent stated , so what I messed up on some big words, big deal!. Disciplinary action was taken against the agent. Also they will be placed back into a training seminar for spelling/typing.
9857	01/23/02	7			
7326	01/28/02	3	Agent was unable to get all of the instructions. The agent asked for another agent to come and take the call prior to outdial. The new agent asked to repeat instructions. Customer asked for sup. I advised the caller to type out her instructions being as there were so many. Everything from a certain amount of x's when caller interrupts. Type out the phone nbr before dialing and just type gender ga. That was just a few of the instructions. all were not recieved. The customer was unhappy with my suggestion since she tells them to ask if they have any questions. She has also been told by CS that it is okay to give all of these instructions. If agent has anything to write on with this most difficult. Customer plans on making a complaint with print out of myself.	01/29/02	position was not equipped with support tools to allow agent to note customer's instructions. Center mgr is conducting survey of positions and will order supplies efficient to support customers.

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9863	01/28/02	35	Customer gave this agent the calling to nbr. When the agent dialed the calling to nbr, it was busy. The customer did not believe the nbr was busy and asked her to redial. When the agent redialed and sent the rining macro, the customer typed something and the msg was garbled. The customer again accused the agent of lying about being garbled. The agent asked for a new nbr he wishes to call. The caller was still upset and asked for a new agent. I apologized to the customer and informed the custoemr that I would stay to assist he customer on the call, custoer began to use profanity and then disconnected.	01/28/02	Based on the info given the agent followed procedures.
10873	01/29/02	21	Customer left a msg without a nbr provided. "I would appreciate the fla ctr oprs will use the macro ga to sk with consideration even the opr 9220 did not type the last few words from the third party. Naturally she was not used to getting the relay service so it would be sensible if the opr sensing the party not being familiar with the relay would use judegements not to use the macro twice as if she was irriated. I asked if she was no she was not, but I think it is necessary for the opr to be more considerable if should some deaf callers are still being intimidated with using the relay with their limited abilities. It is important for the callers to feel at ease to use the sprint relay. Thank you. It is not necessary fo ru to return the call since it is only a suggestion. Thank you.	03/08/02	After receiving and reviewing this complaint on February 26th, was unclear of exactly what the complaint was regarding. Therefore I contacted Cheryl Bella and discussed the contents of the complaint and eventually we were able to figure out what the caller was referring to. I addressed the agt regarding this complaint and she vividly remembered handling this call. The agent stated that at the end of the call the voice person inquired if it was ok for her to hang up and the agt typed that info back to the customer. She also added GA to SK to inform the TTy user that the person was ready to hang up. While the TTY user was typing her response to the voice person, she disconnected before the agent cld relay the message. After the TTy user finished typing, the agent sent the ALT O macro, (PERSON HUNG UP) CA/AGENT/OPR9220F GA OR SK. The caller inquired why the agent had typed GA to SK and requested a supervisor before the agent cld respond. She immediately notified a supervisor and explained to her why the agt had sent GA to SK. I informed the agt that she cld have sen

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
10874	01/29/02	21	Customer called to leave a tty msg. To report a problem again that 888 877 5378 that was supposed to be a tty line connecting to sprint crs. This happened on jan 24 a CA opr 6081F based in SD answered my call when my auto programed nbr of 888 877 5378 was dialed to call a local nbr. Again she kept asking if I was there and finally switched over and said what nbr are you calling and I said I gave it to you and she said you dialed the wrong nbr this is the voice line. So it appears for sure when ever I do dial a LD nbr to Wash State I am not going to be able to use that nbr for sure you said I cld use it as well as the 877 735 2929 this must be brought to your attention because if people think they can use that nbr to dial LD there is some opr that are not seeing that nbr dialed as a voice or tty nbr. If you need more info call me at 562-695-3771. (let it ring for a long time) bye. sk.	02/28/02	Per Customer request agent transferred to Customer Service. Spoke to agetn and per customers request agent transferred to Customer Service.
12089	01/29/02	3	Customer tried to verify agent id nbr agent typed one moment pls. Customer tried to verify again, agent typed can't understand what you are saying, talking too fast. The vco user said are you nbr 9209F , agent responded yes. The vco user then requested a sup. I apologized to the customer for the inconvenience.	02/01/02	Addressed agent regarding this complaint. Agent states that she did not understand what the customer was saying and typed one moment pls. Agent was informed that she is to always give her id nbr upon request. QA dep will continue to monitor this agent to make sure she is following procedures.
3141F	01/30/02	3	Customer stated that they wished to make a complaint about opr 9261F. She must not have been paying any attention to her screen. I typed in the dialing instructions to announce my call as a vco call and ask for xx at the transit at this nbr and then press 3. She entered some other nbr 2 different times and reached the wrong nbr then some male voice answered hello sir. I was never put through to the correct nbr for xxx. I definitely want a response from the sup or AM regarding this matter. Customer gave email address. CS response: I apologized to the customer that he was not able to reach the person he was trying to call and thanked him for taking time to let us know. I told him this report would be sent to the call ctr right away and that the instructions would be given for follow up at his email address.	02/01/02	Spoke with agent regarding this complaint. Agent states that she was ill and had problems processing this call. She did remember the customer giving her instructions to follow. Coached agent on paying attention to calls at all times, and keeping the customer informed. Also advised agent if she is not feeling well to notify a sup. Agent was blind monitored and demonstrated that she is able to properly process all call types.

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6751	01/31/02	21	Customer called in to complain about agent but did not have an agent nbr. Sup explained we could not do a follow up without an agent nbr. Customer understood. Customer did as sup to check FD nbrs and to check to see that 2 names was there. It was. Agent had said no names were on the FD list.	01/31/02	sup apologized for poor service. On behalf of the customer, sup said he would inform the trainer of the problem.
6749	01/31/02	17	This agent asked me do you know how to hang up a phone? All you have to do is to hang up your phone and we both can go about our day. I can't hang up until you do. Thanked customer for the info and this would get sent to agent sup for follow up. Also told the customer we could disconnect once they give us the sk and we have given the sk back.	01/31/02	Spoke with the agent regardint his complaint. The agent staed that he and the vco user exchanged several good byes and sk then he customer said agent you can go ahead and hang up the phone now. The agent told the custoemr we can't disconnect calls and for the call to be disconnected you will have to hang it up. Also requested if they wanted a sup to disconnect the call, the customer said no. Advised the agent of the proper procedures for disconnecting calls, remaining courteous and professional throughout the call and informing the agent of the consequences of disconnecting customers.
9774	01/14/02	03	Agent 9329F did not announce the call correctly. The TTY user hung up prior to completing her complaint; she then called back and stated that agent 9320F disconnected her call and did not announce her call correctly. I informed the customer that I wld speak to the agent and write up her complaint. The TTY user kept asking why did the agt not follow customer notes. I again informed the customer that I wld speak to the agent about this incident, the customer kept repeating the same complaint and I eventually had to disconnect the customer.	01/14/02	I spoke to the agent and she informed me that she did not hang up, the call was disconnected when the outbound party attempted to transfer the call. Agent says she explained what happened but the TTY user kept repeating "you threaten to hang up". The agent was coached on proper announcement and following customer notes.
9774	01/14/02	05			

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9842	01/09/02	09	Customer contacted us at approximately 7:30pm. Customer stated "threatened her behavior to cuase the problem with voice people, lied about 4 to 7 weeks with receiving the letter. Threatened to type her own false info, people complaint about confusion over and over. Customer also stated that they had TDD tape of the whole sitatution.	01/10/02	After reviewing this complaint the agent was monitored. The agent did not have any problems relaying the voice person's message to the TTY user; she typed all messages verbatim and completely. I then addressed the agt regarding this complaint and she did remember processing the call. The agent stated that the caller accused her of not typing verbatim when she was in fact typing everthing that she heard. The agent did fill out a CA feedback for to document the incident. Based on the information provided the agent does relay verbatim.
12065	01/12/02	21	I gave agent 9513F nbr to dial 323-734-1995 and then she said, "now transferring your call pls hld". I just wanted to know why?	01/14/02	Addressed the agent regarding this complaint, she did remember processing this particular call. The agent stated that during the course of the call the voice customer said, "transferring your call pls hld." She then sent the macro "(transferring) to keep the caller informed. The outbound party then disconnected the call. The agent was coached on keeping the cusomer informed os there will be no confusion during the call. Agent wil lbe closely monitored by the QA department to make sure quality service is being provided.

Complaint Tracking for California

February 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
37285	01/29/02	21	Customer left a message on my tty without a nbr provided. "I would appreciate the FL center opr will use the macro, "GA to SK" with consideration even the opr 9220 did not type the last few words from the 3rd party. Naturally she was not used to getting the relay svc so it wld br sensible if the opr sensing the party not being familiar with the relay wld use judgements not to use the macro twice as if she was irritated. I asked her if she was and she said no she was not but i think it it necessary for the oprs to be more considerable if should some deaf callers are still being intimidated with usung the relay with their limited abilities. It is important for the callers to feel at ease to use the Sprint Relay. Thank you. It is not necessary for you to return my call since it is only a suggestion. Thank you."	03/08/02	After receiving and reviewing this complaint on 2/26/02 was unclear of exactly what the complaint was regarding. Therefore I contacted Cheryl Bella and discussed the contents of the complaint and eventually we were able to figure out what the caller was referring to. I addressed the agent regarding this complaint and she vividly remebered handling the call. The agent stated that at the end of the call the voice person inquired if it as okay for her to hang up and the agent typed the information back to the customer. She also added GA to SK to informthe tty user that the person was ready to hang up. While the tty user was typing her response to the voice person she disconnected before the agetn could relay the message. After the tty user finished typing the agetn sent the ALT 0 macro. The caller inquired why the agent had typed Ga to SK and requested a sup before the agetn could respond. She immediatly notified the sup and explained to her why the agent had sent GA to SK. I informed the that she could have sent the CTRL 4 macro,. This macro provides more information. to the cust
9974	02/05/02	1	TTY customer stated that they gave this agent a nbr to dial. More than 3 minutes elapsed and no response from the agents. The tty customer disconnected and redialed and asked another opr to process the call. Wondered what happened. Apologized for the inconvenience. And informed the customer that we will address the agent regarding this complaint.	02/09/02	After receiving this complaint the agent was monitored to further investigate the complaint. The agent followed procedures and responded to all customers in a timely manner. Addressed agent regarding this complaint, however she stated that she did not remember this particular call. Reviewed the policies on keeping customer informed at all times and out dial time. The QA dept will continue to monitor this agent to make sure procedures are being followed.

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12159	02/06/02	1	TTY user reported that there was no answer by the agent when they called the relay they waited and said ga but still no answer. Apologized for the problem.	02/07/02	Addressed agent regarding this complaint. Agent states that she does not remember processing this particular call, however agent was blind monitored and was found to be following all procedures. Agent was coached on the importance of responding to customers in a timely manner. Agent will continue to be monitored to make sure she is following all procedures.
3169F	02/07/02	24	I received 3 calls previously from this customer but could not connect to be able to for him to type to me. I could hear someone on the line but each time I opened the bridge to open for vco no response. Customer notes showed on RCS screen as a vco user. Customer called in using CRS from his phone in the residential facility where he lives and agent dialed for him to rcs where he was able to reach me and we could communicate. Note showed to me again on that call. The agent nbr was 9415 and the call went fine. Customer wonders why he can reach me and connect with relay but cannot connect when dialing direct. Customer uses Ameriphone vco phone but has no model nbr and is going to contact the company to inquire if there is any problem with his machine. Customer feels his machine is working fine. I apologized to the customer for the inconvenience explaining I would ask relay tech to check the system to see if there were any problems and customer agreed it is fine for someone to contact him for testing purposes. Customer wanted to make some database change	04/23/02	4/11 - 10 rings no answer. 4/15 - left msg explaining my position and resolution; 4/18 - paged customer as he called back w/ both pager # and home# .
3178F	02/11/02	21	Customer stated that the agent took it upon herself to answer a question that the caller has asked instead of referring the question to the caller and letting the caller control the call. RCS response: Thanked the customer for letting us know and assured that we would send in the info so that the issue could be investigated further. Caller did not wish to leave a name or phone nbr	02/11/02	Agent was addressed regarding this complaint. She states that she has no recollection of this call. Agent also states that she relays everything that the outbound customer says even if they are speaking to her. Coached agent on the importance of remaining transparent and relaying everything heard. The QA dept will monitor the agent to ensure proper procedures are being followed.

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9919	02/13/02	21	<p>This agent typing mixed up words (wrong sentences) which caused confusion. When I responded to the sup request, I identified myself to the tty user. The tty user typed @# Barb , I know you are Maggie. I then typed pls refrain from using profanity or this call will be disconnected. The tty user responded by typing I am tired of FL relay giving false name. I typed this is sup Barb, how can I help you. she then told me the problem. The tty user started complaining about relay said there are sorry for any inconvenience etc.</p>	02/14/02	<p>After receiving this complaint the agent was blind monitored. It was discovered that the agent was not typing verbatim and was omitting words when typing. When the agent was addressed regarding the complaint she said that she did not remember this call. the proper procedures that should have been followed were reviewed with the agent. it was also reviewed what the agent had been taught from their first day on the acct. Everything that is heard will be typed, nothing is to be omitted or edited. Agent also coached on the importance of relaying verbatim, explaining that when you omit words that it changes the conversation. Based on this complaint and the monitoring of this agent, disciplinary action will be taken. The agent will also be paired up with a training coach to ensure that she's following proper call procedures and typing everything that is heard.</p>

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9975	02/13/02	3	Customer called relay back and stated I was trying to tell CRS to type fast. The CRS typed slow 20 min ago. I tried to tell him to type fast he answered me and he said he is trying to get the decision from my sister and he said pls be patient I was upset. I apologized for the inconvenience and thanked the customer for providing me with the info. i informed the caller that the agent would be addressed concerning the handling of the call. Also asked the customer if they wanted to place another call.	02/15/02	Addressed agent regarding this complaint and the agent did remember handling this particular call. The agent stated that the tty user complained that he should type faster, however he was typing at the voice person's rate of speech. He stated that the voice person would pause as well as use umm and ohh often which is what caused the delay, I informed the agent that in this situation that he should have typed (pause) when the caller pauses so that the tty user informed of what was happening with the call. i also informed the agent to alert a sup so that they may witness the call and intervene if necessary. Coached agent on the importance of keeping caller informed. I informed the agent that what he typed to the caller was not protocol and that it is considered breaking transparency. The agent agreed to adhere to all suggestion I made. I also reviewed the agent's evaluation file and found no evidence of a pattern. Overall the agent maintains a healthy detachment from the calls. Because the agent broke transparency disciplinary action will be taken.
9975	02/13/02	7			
6767	02/15/02	21	Customer states that he moved and got a new nbr. He did not use his new home ph nbr for over a month. As soon as he started using his nbr he began getting telemarketing calls. He feels Sprint is selling his nbr to telemarketers. He would like a call back from the AM regarding this.	04/23/02	Attempmts to contact customer: 4/10 - 11:05am - 10 rings no ans 4/15 - 4:20pm - Fast busy (twice) 4/23 - 12:36p - Busy - redialed 5x 4/23 - 3:23pm - 10 rings no ans

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12189	02/15/02	2	Vco person called the relay service and asked to speak to a sup. As I answered the call the vco user complained that this agent totally ignored her instructions and customer notes. He announced the relay and begun to give the explanation even though the vco had explained that the person spoke very little English. Also the customer notes gave the intended greeting info. The vco user was very understanding and accepted the apology and hoped that we would follow up with this agent. The agent was still on the floor. I spoke with the agent and he explained that this is his 2nd day on the floor and was not sure what he is supposed to do. he got nervous and started to read the explanation because the person said what is relay? The person did not understand and hung up.	02/19/02	After receiving this complaint the agent was monitored, to observe how he processed vco calls and to make sure that he was reading the customers notes and following their instructions. The agent did a great job processing several calls. The agent was addressed shortly thereafter regarding this complaint. the agent vividly remembered handling this call. he stated that eh vco user had customer notes, which stated do not announce relay say dorothy is calling thru relay. Once the line was answered the agent did use the announcement provided in the customer notes. But when the voice person asked the question what i relay I don't understand. the agent proceeded to use the explanation to explain the service. The cusotmer notes stated not to announce the call, but itt did not say that you could not explain the service. Based on the info provided and the monitoring of this agent proper procedures were followed. A CA feedback incident orm was also filled out to document what had transpired on the call. Agent is a recent graduate.
9849	02/15/02	21	The customer stated that he has not been receiving any response from agents after the call ends. For example the Alt O macro is not sent by the agents. He said this happens time after time. When he finishes talking to his party, he does not get a message to inform him if the person hung up or not. He said he wishes there was some uniformity in procedures as operators are not sticking to what they learned in training. He said on this particular call the agent did not end the ALT 0 macro after he voiced his message and he was waiting for a response and didn't get any response. The technicians checked his maching and nothing is wrong with it.	05/10/02	Discussed with Opr. He has no recollection of this call or a problem like this occuring. Opr is awre of porcedure to inform customer when his party has disconnected. Reminded him to be sure that to continue with tis procedure.

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
7332	02/17/02	11	VCO customer uses relay often for vco to vco and usually has to call in 4 to 5 times before he gets an agent that can process vco to vco. I apologized stayed with the agent to make sure call set up went smoothly. Customer does not want a call back just wants someone aware of his problems. Didn't have any one specific agent to complain about. Apologized to cusotmer and informed would give info to training.	02/17/02	Stood by with agent. A call was set up successfully. Training adm contacted corp training mgr to advise of the complaint.
3191F	02/18/02	24	Customer says when he dials the sprint crs vco nbr he gets recording saying wait for dial tone. Apologized to the customer for the problem and recommended customer have equipment checked to be sure it is working correctly. Opened tt 04843563. Tech said the customer should have his equipment checked. i contacted customer's advocate to give her the findings from the tech	02/18/02	Contacted customer. Discussed problem and his frustration Ccustomer doe not want to be bothered by Ctap or anyone because no one can solve problem. He has been very stressed out and very frustrated. I gave him my TTY nbr if he wants to contact me in the near future. He tolf be thnaks for calling. I was unable to solve his issue as our Sprint technician suggested to contact te TTY manufactory to get advise.
3198F	02/19/02	21	Caller said this agent caused a big misunderstanding during her phone conversation with a hearing person. Caller asked hearing relative to give her email address twice and the agent typed a wrong email address twice. Customer said she has a print out and it was a big problem. I apologized to the caller for the problem and let her know that a complaint would be written and the issue would be addressed to the agent.	02/23/02	Discussed with agetn and agetn understands the importance of listening to the customers. The agetn will work on being more attentive while on calls.

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12161	02/21/02	4	The caller stated that the agent did not inform her that the party had already hung up and did not tell her if the party got her last msg. She said most of our fl agents do not satisfy deaf customers. I apologized to the customer but informed her that after reading what she and the agent had typed, I found that the agent did in fact send the hung up macro after her party had hung up and that the macro is only sent when the other party has disconnected. she got mad and called me names and cut me off while I was typing and hung up.	02/21/02	Although the agent was previously addressed regarding this complaint, I spoke with the agent further to find out all that transpired on the call. The agent stated that as soon as the voice person hung up they sent the macro. While the macro was being transmitted the tty user began typing which caused garble to appear on the agent's screen. The agent sent the ur msg was garbled macro pls repeat as he thought the cusotmer was providing a second nbr to dial. The caller continued to type a msg as if the voice person was still on the line. Since agnet are not allowed to interrupt customers the agent could not send the hung up macro again. The caller typed a reather lengthy msg and after the ga was provided the agent sent the hung up macro. The customer then became angry with the agent because he did not interrupt her to let her know that the person hung up. The caller requested to speak with sup who eventually was insulted and verbally abused by the customer. The sup had indeed reviewed the agent's screen and attempted to explain what transpired however the caller disconnected. Base
1768	02/22/02	21	Customer insisted we provide a male agent that is a "nigger like me". Customer wanted a new agent. Changed with new male. Customer continued to expletives and insisted on a "nigger black" agent. Later customer upset when agent would not dial 900 nbr.	02/22/02	Several sups tried to explain we could get a new male agent but not confirm ethnicity or race. We provided a new agent. Customer eventually gave nbr to dial. 900 issue. We referred customer to 900 service for relay. Customer upset we would not place call and would not transfer call. After repeated exchanges of customer vulgarity and sup explanation of 900 svc limitations, sup informed caller that relay will need to disconnect unless new nbr given. Sup did disconnect call when explitives continued.

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3230F	02/27/02	21	Customer states that this agent did not have the LNR available and he wants to know why. RCS: Apologized to the customer and thanked him for letting us know about it and assured him that we would send in the complaint so that the problem could be investigated further. Sending to training dept to remind agent that this feature is available thru the CA contract with relay service.	02/28/02	Spoke with agent reagrding this complaint. The agent stated that when the cust came on the line they simply typed LNR GA. The agent says he thought it was garbled text therfore he sent CTRL 2 macro. The customer typed LAST NBR REDAIL, the agent became confused and asked for the nbr calling by sending the ALT 2 macro. He was not aware of the last nbr redail feature and the customer hung up. I informed the agetrn of how to use the LNR feature and that if he is unsure of any procedure he musr call for sup assitance to assist with the call. The agetrn understood and was able to demonstrate the LNR procedure after being coached.
12203	02/28/02	4	The customer stated that the agent did not inform them when there was a change of agents. The agent did not send the ALT 3 macro until after he left my message. I apologized to the customer and informed her that I would speak with the agent as well as a member of the QA department. I spoke spoke with th agent about this complaint and he stated that he had simply forgotten to send the marco to the csutomer.	02/28/02	Addressed the agent regarding this complaint and he did inform me that he had just releived an agent from that particular call. The transition took place while the TTY user was typing the message to be left, it was a rather lengthy meassage and he had forgotten to send the macro. After leaving the message on the answering machine and sending the ALT 9 macro, (UR MSG LEFT) CA/AGENTOPR 9XXX GA, he realized that he had not logged into the system and had not sent the ALT 3 macro, (CA/AGENT/9XXX CONTINUING YOUR CALL). The agent was coached on the impoertance of keeping the customer informed especially when it comes to identifying that there is a diffrent agent handling their call. Also the agent was coached on proper procedures to be followed when relieving another agent. The agent stated that he is aware of the procedudures and will adhere to the proper procedures
12162	02/21/02	21	Agent 7247M did not space after the GA and I didn't like it. I tanked customer for letting me know about this matter and apologized for the inconvenience.	02/25/02	Agent nbr 7247 is not assigned to any employee. Follow up with the agent is not possible. California is a multi vendor state. This may be a case of the complaint being filed with Sprint and call processed by MCI.